



BUSINESS SUPPORT TECHNICIAN

EEO Group: Technicians

Overtime Status: Non-Exempt

Reports To: Coordinator Business Development

Summary:

Provides tier one and tier two technical support during sales, installation and post install support to Gibson Connect business customers. Assists with installs and maintenance of network cabling and rack equipment at customer locations. Assists with maintenance of fiber plant and patch panel records at Gibson and customer locations. Assists with sales, provisioning, set-up and maintenance of customer internet and voice services. Assists with sales, installation, maintenance and support of Customer PBX and Voice systems. Subject to call out and after hours technical support for Gibson Connect customers

Essential Functions:

- Follows all safety rules and procedures
- Learns and maintains knowledge of Gibson Connect products and services. Sells Gibson Connect products and services that best meet customers' needs and maximizes revenue
- Provisions, installs, and supports complex telecommunication services including PRI's, hosted voice, and ethernet
- Follows up with customer to assure satisfaction with products and services. Develops and maintains professional and trusted relationship with existing and potential customers. Helps manage service and technical aspects of customer relationships
- Provides high-level phone and in-premise technical support for all Connect customers
- Generates quotes for phone and other telecom services
- Coordinates the porting of telephone numbers from incumbent phone provider. Reviews customer phone bills, generates a Customer Service Record, and creates/submits Letter of Authorization
- Assists with the preparation and administration of Gibson Connect contracts.
- Installs and maintains fiber or copper cabling as needed in customer premises for internet and hosted phone deployments. Coordinates with other Gibson Connect employees when necessary. Coordinates work of approved contractors as necessary to complete installations in a timely manner
- Assists with computer software installations and updates as needed and helps assure cybersecurity measures are up-to-date
- Assists with server installs and maintenance
- Assists with training of Gibson EMC and Gibson Connect employees and outside users on the effective utilization of phone systems, computers, computer systems, and programs including cybersecurity



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- Maintains strict confidentiality of sensitive information; immediately alerts VP of Operations of potential and suspected breaches
- Completes all required paperwork (including time sheets, mileage sheets, and accident reports) properly and timely
- Makes recommendations to direct supervisor regarding process improvement and problem resolution when independent action would exceed scope of authority
- Complies with policies prohibiting harassment and discrimination and immediately reports possible violations to Gibson EMC VP of HR and Member Services
- Complies with Drug-Free Workplace policy and immediately reports possible violations to VP of Operations and VP of HR and Member Services
- Complies with all policies, safety rules and procedures; and immediately reports possible violations to Gibson Connect VP of Operations and Gibson EMC VP of HR and Member Services. Attends safety meetings as required and participates in other training to stay abreast of technology and best practices
- Assists with annual meeting as needed
- Performs other duties as required

Competencies:

- Technical Capacity
- Customer/Client Focus/Rapport
- Communication Proficiency
- Voice system installation and maintenance
- Professionalism
- Collaboration
- Basic Knowledge of computer networking.
- Knowledge of business wiring and cable topography
- Working knowledge of telephone/networking/fiber tools and equipment
- Dependability
- Thoroughness/Accuracy
- Flexibility
- Courtesy
- Initiative
- PBX installation and maintenance
- Organization Skills

Education Degrees, Certificates, Licenses, and/or Training:

Required:

- Associate's degree or trade/vocational school certification in technology or other related field of study. Directly related experience may be substituted for a portion of the education requirement.
- Valid Class D Tennessee Driver License
- Valid CPR/First-Aid Certificate



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Preferred:

- Bachelor's degree in technology or related field of study
- Certifications or courses related to provisioning of complex telecommunication services including PRI's, hosted voice, and ethernet, information technology and sales

Experience, Knowledge, Skills and Abilities:

Required:

- Two to four years of experience in telecom business installations, technical support and sales
- Two to four years of experience in information technology support
- Ability to persuade
- Ability to effectively and courteously communicate in person and by telephone
- Ability to effectively and professionally communicate in writing
- Ability to maintain professionalism and effectively perform in stressful situations
- Ability to effectively exercise independent judgement within the parameters of Gibson Connect policies/procedures and resolve non-routine problems
- Ability to effectively and professionally perform multiple tasks simultaneously
- Ability to meet deadlines under pressure
- Ability to read and comprehend technical information
- Ability to maintain strict confidentiality of externally sensitive information
- Ability to work on a one-to-one basis and with groups

Preferred:

- Five or more years of experience in telecom business installations, technical support and sales
- Five or more years of experience in information technology support

Physical Requirements (must be able to):

This employee is frequently required to sit, stand, climb or balance; and stoop, kneel, crouch or crawl. The employee must use hands and fingers, frequently lift and/or move up to 40 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus



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Equipment Requirements (must be able to effectively use):

Personal computer/iPad; printer; copy machine; ten-key calculator, facsimile machine; document imaging system, two-way radio, telephone and voice test equipment, telephone and voice hand tools

Software Requirements (must be able to effectively use):

Voice Portal software, Customer Information System, General Accounting Information System, mapping, Microsoft Office (Outlook, Excel, Word and PowerPoint), document imaging software

Working Conditions (must be able to):

- Work eight hours per day, five days a week
- Respond immediately to 24-hour call-out and work overtime as needed, including weekends, nights, and holidays
- Primarily inside work, but some outside in inclement weather, including temperature extremes
- Drive throughout West Tennessee and West Kentucky
- Travel (including overnight and outside Gibson Connect's service area)

Important:

This position description is not intended to contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice. Gibson Connect, LLC reserves the right to revise this position description as needed. This position description does not constitute a written or implied contract of employment.

Effective: 12/20/2018

Revised: 05/17/2019, 06/01/2021, 11/7/2023